

# **WILLIAMSBURG COUNTY GOVERNMENT**

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## **2013 – 2014**

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### **COUNTY GOALS AND OBJECTIVES**



# County Goals and Objectives

Williamsburg County has established clear goals and objectives for 2013-2014 and County departments have established performance measures to ensure that goals and objectives are met. See how Williamsburg County plans to reach these goals and objectives to ensure efficient and effective use of tax dollars to serve you.



*Prepared by the County Supervisor's Office*

## **Vision for Williamsburg County Based on Countywide Guiding Principles**

- Ethics and Accountability
- Efficient and Effective Government
- Quality Constituent Serve
- People over Politics

### **Countywide Mission**

To provide citizens with efficient and effective services and operations of county government that will enhance their quality of life.

### **Countywide Goals**

1. Provide high quality public services to customers and constituents.
2. Improve the way county government does business.
3. Improve the county's financial strength.
4. Invest and create job opportunities for the workforce.

### **Countywide Objectives**

1. Evaluate services and operations and implement strategies to improve efficiency and effectiveness.
2. Establish procedures for evaluating performance of appointed and elected officials and department heads
3. Improve reserve ratios.
4. Promote workforce development and job creation through county's Economic Development, NESAs and the Strategic Plan

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# **AERONAUTICS COMMISSION**

## **MISSION**

Ensure and provide a safe, secure, and efficient air transportation services for the traveling public and to optimize the use of the airport facilities in order to enhance and promote business and economic development in Williamsburg County.

## **GOALS**

1. Continue progress on Federal funding so as to begin construction of a 4 unit T Hangar unit within 12 months thus making it available to lease within 18 months.
2. Provide automated (credit card self- service) availability of airplane gasoline {AVGAS}.
3. Maintain the runway approaches by a "bush hog" type mowing machine.
4. Identify ways to improve and expand on the services and facilities which are provided at the airport for the use of transient pilots and other visitors.
5. Evaluate RFQ's from qualified engineering firms and to engage a firm of consulting engineers for a 5 year period of service to the Kingstree Airport.
6. Continue to expand the input and governance provided by the newly formed Aeronautics Commission.

## **AERONAUTICS COMMISSION**

### **OBJECTIVES**

1. To submit Federal Funding applications and CIP's to the FAA as required for funding of the hangar project.
2. To revisit and update prior plans to automated fuel (AVGAS) service.
3. To remove all trees to prevent any type of sight clearance violations.
4. To implement procurement methods in cooperation with County Procurement Office.
5. To hold meeting regularly with Commissioners for the continued influence on the governance of the airport and the day to day management.

## **AUDITOR'S OFFICE**

### **MISSION**

To ensure that all taxable property is equally and fairly taxed in accordance with State Code of Laws and regulations as established by the S.C. Department of Revenue; while striving to serve the public promptly, courteously and efficiently and provide timely, accurate and meaningful financial information to all entities involved in the tax processes.

### **GOALS**

1. Verify the eligibility of homeowners for the Homestead Exemption Program.
2. Preserve and upgrade the financial record keeping of current and past records.
3. Cross train all employees of the department.

### **OBJECTIVES**

1. To increase the number of new qualified applicants for the Homestead Exemption Program by 25-50 applicants.
2. To create and utilize uniform spreadsheets and scanned documents to maintain a consistent flow of information from year to year.
3. To increase the efficiency of the office through cross training of employees in all operations and functions of the office.

# **BUILDINGS AND GROUNDS**

## **MISSION**

Provide facility management and upkeep of county buildings by ensuring a safe environment set in accordance to OSHA standards and ensuring suitable cleanliness.

## **GOALS**

1. Maintain sanitation of county facilities through DHEC policy.
2. Update several facilities with additional parking spaces, and to pave parking areas at several buildings with unpaved parking.
3. Install new roof of several buildings, and make necessary repairs to others.
4. Install new landscaping to Complex/Courthouse Grounds.
5. Keep up with the necessary repairs on all county buildings.
6. Repair or replace crack cemented areas on Courthouse Grounds.
7. Paint several buildings inside and/or outside.

## **OBJECTIVES**

1. To relocate county departments and move external judicial agencies to the Alex Chatman Judicial Complex by September 30, 2013.
2. To upgrade the Alex Chatman Judicial Complex's heating and air condition system and renovate several offices within the Complex by June 30, 2014.
3. To replace furniture and fixtures at the J.J. Mitcheom Center by June 30, 2014.
4. To renovate the Chavis One-Stop Complex to accommodate the placement of Vital Aging by December 1, 2013.



# **BUILDING CODE ENFORCEMENT**

## **MISSION**

Maintain and improve the quality of life for our community by administering the minimum requirements of the current adopted codes established by Building Codes Council (LLR) of the State of South Carolina and to enforce all laws and regulations set forth by Williamsburg County.

## **GOALS**

1. Safeguard the public health, safety, and general welfare of the occupants of new and existing buildings and structures.
2. Educate the community on the existing Building Code requirements.
3. Speed-track the Building Permit process.
4. Provide 100% customer satisfaction
5. Establish a National Flood Insurance Program (NFIP) Community Rating System (CRS) incentive program that recognizes and encourages community floodplain management activities in order to:
  1. Reduce flood damage to insurable property
  2. Strengthen and support the insurance aspects of the NFIP, and
  3. Encourage a comprehensive approach to floodplain management

## **OBJECTIVES**

1. To design and develop a Public Outreach Program for citizens by June 2014.
2. To establish a functional Technical Review Committee (TRC) to ensure that all planning, codes, fire, public works and any other County Laws and Regulation issues are identified before any construction can commence in Williamsburg County.
3. To ensure that all related county departments are involved in all new commercial development/construction that is proposed in our County.
4. To update our "Building Guides for Home Owners" in order to simplify the process of submitting working drawings for the Plan Review process.

## **CLERK OF COURT**

### **MISSION**

Provide the citizens of Williamsburg County with professional, effective, efficient world-class service from employees that exemplify a high standard of integrity and to maintain accurate and easily accessible court and real estate records for the public.

### **GOALS**

1. Record all orders, decrees, judgments, warrants, and other proceedings of the General Sessions, Common Pleas, and Family Courts in a timely fashion, as well as, other duties required by law.
2. Provide online retrieval and viewing of documents.
3. Investigate and promote better customer service through the advancement of newer technology.
4. Improve security measures for the courthouse.
5. Reduce cost by going as paperless as possible.

### **OBJECTIVES**

1. To improve customer service through scanning/imaging technology of all Family Court documents before July 2014.
2. To open a satellite office in Hemingway, SC before June 2014.

## **COMMUNICATIONS (DISPATCH)**

### **MISSION**

Achieve maximum coverage of staff to assist citizens during calls of service.

### **GOALS**

Provide efficient services to all citizens and responders.

### **OBJECTIVES**

To improve the efficiency and effectiveness of dispatch services by 50% through the restructuring of sections on shifts.

## **COUNTY COUNCIL**

### **MISSION**

Provide citizens with efficient and effective leadership, decision making and service.

### **GOALS**

Implement county wide vision, mission, goals, and objectives.

### **OBJECTIVES**

To work with Federal, State, and local governmental entities and organizations to help shape legislations and regulations that will affect Williamsburg County and the delivery of quality services to citizens.

## **COUNTY SUPERVISOR'S OFFICE**

### **MISSION**

Williamsburg County's Supervisor's Office is dedicated to providing timely, efficient, courteous, and professional services to employees, department heads, appointed, elected officials and all citizens of Williamsburg County.

### **GOALS**

1. Make decisions which promote the best interest of the greater community.
2. Develop the resources, policies, plans and procedures to effectively address public needs and concerns.
3. Pursue and support programs and projects that best uphold the priorities of Williamsburg County Council and Williamsburg County Government.

### **OBJECTIVES**

1. To continue to oversee the Countywide Strategic Plan.
2. To implement a system for development, review and reporting of department performance, tied to goals and objectives to address internal and external needs and concerns.
3. To develop a closer working relationship with towns, organizations and other governmental agencies and entities.

# **COUNTY SUPERVISOR'S OFFICE**

## **Finance and Administration Departments**

### **MISSION**

Preserve, enhance and support the financial, physical and human resources of the County.

### **GOALS**

1. Monitor and direct the financial transactions of the County, in a manner that ensures the most effective use of the funds entrusted to us by the citizens of Williamsburg County.

The following service areas are key component areas within our organization:

- Purchasing of goods and services;
  - Maintaining accurate financial records;
  - Monitoring investments and debt;
  - Providing payroll services;
  - Providing human resource services;
  - Overseeing adherence to budgetary restrictions;
  - Preparation and distribution of financial information; and
  - Safeguarding of assets.
2. Adhere to all established financial and human resource policies of Williamsburg County, and continually refine them to better serve all stakeholders of the County.

### **OBJECTIVES**

1. To ensure that all County employees know the importance and financial significance of Risk Management through organizational workshops and training.

## **COUNTY SUPERVISOR'S OFFICE BUDGET OFFICE**

### **MISSION**

Assist the County Supervisor, Finance Department, and Finance Committee of County Council in the preparation of a balanced County budget for County departments and programs based on the priorities and planning of County Council within our financial resources.

### **GOALS**

1. Coordinate the annual budget process in a timely manner.
2. Maintain and monitor the annual budget adopted by County Council.
3. Enhance the format of the County budget to compete for the distinguished budget award.

### **OJECTIVES**

1. To become a budget reviewer for the National GFOA to get ideas for improving the County's budget.
2. To begin implementation of a minimum of three mandatory GFOA's criterion in the County budget document.

# **DETENTION CENTER**

## **MISSION**

Serve the people of the State of South Carolina and County Of Williamsburg by providing a secure, safe, and humane environment for both staff and inmates in compliance with South Carolina Minimum Jail Standards and all other applicable federal, state, and local laws.

## **GOALS**

1. Develop and support staff through constructive supervision, leadership and training and maintenance of high employment standards.
3. Offer inmates an opportunity for rehabilitation through participation in educational, religious, recreational, vocational, and work program.
4. Manage our resources in a professional, efficient, and cost-effective manner.
5. Foster a custodial environment that supports positive inmate behavior and provides discipline for misconduct.
6. Release inmates back into the community no worse physically or psychologically as a consequence of their confinement.

## **OBJECTIVES**

1. To enforce compliancy of federal, state, and local policies and procedures 100% of the time.
2. To ensure proper staffing within the facility and appropriate scheduling in accordance with our approved staffing plan through the Department of Correction.
3. To reduce and improve employee turnover by 50% through proper training and a secure, safe, and efficient work environment.



## **DEVELOPMENT BOARD**

### **MISSION**

Improve the quality of life in the county through the promotion of coordinated marketing and branding, regulatory assistance and workforce development while fostering the creation of a favorable climate to obtain economic development at the most economical cost to its citizens. Our ultimate mission is to provide as many good paying, secure jobs as possible and at the same time help reduce taxes for the citizens by increasing the value of a mill.

### **GOALS**

1. Develop an economic development brand or identity to promote the area as a strong business location.
2. Seek available funds for product development through grants and endowments.
3. Facilitate workforce development through developing partnerships.
4. Continuously participate in efforts to maintain and improve the County's quality of life so that it can attract new business and retain growing enterprises.
5. Actively monitoring the County's business climate to ensure that it remains a premium location for differentiated development.
6. Target desirable industries and support entrepreneurship in targeted sectors.

### **OBJECTIVES**

1. To update website for the Development Board before June 2014.
2. To attend one (1) mission trip with NESAs before end of fiscal year.
3. To work with NESAs to develop lists for retail opportunities.
4. To work towards implementation and utilization of the Strategic Plan.
5. To locate an industry into the Milliken Building.

## **DEVELOPMENT BOARD**

### **OBJECTIVES - Continued**

6. To contact 6000 call center companies at least four times to identify prospects for the former Safe Auto building in partnership with NESA before June 30, 2014.
7. To visit every major industry in Williamsburg County.
8. To facilitate at least three economic developments expansion grants.

# **EMERGENCY MANAGEMENT**

## **MISSION**

Provide a higher level of awareness for risks and vulnerabilities that will affect the county if a disaster occurs. The hazards that will be addressed are as follows: terrorist attacks, hurricanes, tornadoes, accidental chemical releases, earthquakes, train derailment, bombings, active shooting events, severe thunderstorms, extreme heat events, floods and ice storms

## **GOALS**

Provide an enhanced notification system that will quickly alert citizens of impending hazards.

## **OBJECTIVES**

To purchase and install a county owned notification system by 7/31/2013 to alert citizens within seconds of a potential hazardous situation.

## **ENHANCED 911**

### **MISSION**

We are committed to being a vital link of communication and public safety and provide in-service training and advanced training for communication officers on how to handle various calls in a manner that is consistent with current law and regulations pertinent to E-911.

### **GOALS**

Provide more efficient services to citizens by upgrading the E-911 computer system so that it will include the ability to receive text messages, picture messages, and voice of IP transmissions.

### **OBJECTIVES**

To develop a new training manual for in-service and advanced training.

## **EMERGENCY MANAGEMENT SERVICES (EMS)**

### **MISSION**

We are committed to the preservation of life/limb through a wide variety of advanced medical procedures, perform analysis and evaluation of sick/injured in accordance with polices and laws of DHEC and OSHA.

### **GOALS**

1. Relocate Hemingway EMS Station II Stuckey Fire Station.
2. Relocate Trio Station III to 521 Fire Stations.
3. Purchase 2 new ambulances.
4. Renovate EMS Station I (Rural Fire/EMS Headquarters).
5. Secure FEMA Grants to offset cost for purchasing 3 new Ambulances.
6. Enroll two (2) employees in the Paramedic Course at Pee Dee Regional.

### **OBJECTIVES**

1. To seek funding for the construction/addition of the Stuckey and 521 Fire Stations by June 2014.
2. To purchase, stock, license and put in service one (1) new ambulance by October 31, 2013.
3. To purchase, stock, license and put in service the second new ambulance by January 31, 2013.
4. To renovate the kitchen, bathroom, and living quarters at the Headquarters station.
5. To apply and receive announcement from FEMA on Awarded grants by April, 2014.
6. To enroll two (2) employees in the Paramedic Course by January 2014.

## **ENVIRONMENTAL SERVICES**

### **MISSION**

Manage litter control, mosquito population, and stray animal's population through inspection, site clean-up, treatment and public awareness.

### **GOALS**

1. Educate public about the litter laws and animal control.
2. Help the public decrease the stray animal population.
3. Encourage the assistance of citizens to watch and report litter and animal violators.

### **OJECTIVES**

1. To adopt three (3) animals a week.
2. To clean approximately five (5) county roads a month.
3. To respond to citizens' complaints within five working days.

## **GRANTS ADMINISTRATION**

### **MISSION**

Actively seek grant funding for county programs and activities from state, federal, local, other sources and granting agencies and to effectively administer grants received by the county.

### **GOALS**

1. Seek and make application for new grants to expand the level of services for residents and to make grant referrals to other agencies that will also benefit Williamsburg County citizens.
2. Monitor and administer county grants to ensure that regulations and conditions of grants are met and completed.

### **OBJECTIVES**

1. To administer county grants so that 100 percent are compliant with the regulations and grant conditions.
2. To identify and make application for at least four (4) new grants.
3. To make at least five (5) grant referrals to other agencies that may benefit.

## **INFORMATION TECHNOLOGY**

### **MISSION**

Provide excellent, professional, secure, reliable, comprehensive computer support, and innovation in the delivery of information technology to all departments, agencies, and citizens of Williamsburg County in the most cost effective and efficient manner.

### **GOALS**

1. Provide adequate computing, information access, and network resources to satisfy the needs of governmental staff, for administration, teaching, learning, and research both locally and remotely.
2. Support, maintain the administrative computing activities of Williamsburg County Government, and to enable quality, efficiency and productivity through development, training, expansion of technical support.
3. Facilitate and enhance processes to provide quality information services and reliable information access to our clients in a reliable and secured way.

### **OBJECTIVES**

1. To provide wireless networking services in work areas, conference rooms and common areas where flexibility and mobility for data access are required and when this is the most cost effective alternative. Also, provide data connectivity to all county offices and improve remote access to county building network and computing resources.
2. To review, plan, and deploy a Disaster Recovery System in case of natural disaster, riot and vandalism.
3. To extend, replace and upgrade network cable media, devices and software systematically to build a solid foundation of the IT infrastructure in several county departments.
4. To provide seamless exploration of virtual tax server environments in order to improve availability, management, and control of county government buildings backbone network.



# **LANDFILL**

## **MISSION**

Provide countywide Solid Waste Management that complies with State and Federal Regulations and assist in the collection, processing and disposal of Solid Waste materials at the Class II (Construction, Demolition and Land-Clearing Debris) Landfill to ensure the Public Health, Safety, Environmental Protection and Economic Development of the citizens of Williamsburg County with the assistance of the County Council.

## **GOALS**

1. Comply with Regulations, Safety Procedures and Contingency Plans (SCDHEC, USEPA and County Policies and Procedures).
2. Operate the Landfill efficiently and effectively and manage all waste systems.
3. Maintain and manage Landfill Records and equipment (routine maintenance, inspections, daily recording, monitoring tonnages, tipping fees and etc.).
4. Plan for Future Capacity of Waste Stream (Feasibility Analysis of Disposal Alternatives).

## **OJECTIVES**

1. To preserve Landfill Airspace with proper disposal capacity with the usage of Landfill equipment on a daily basis and weekly soil coverage of CD&L waste materials (according to SCDHEC Regulations).
2. To closely Maintain/Monitor Closed Class III (Municipal Solid Waste) Closure Care (maintenance preventions: i.e. vegetation mowing, outlets, ditches, leachate, erosion and etc.) on a weekly basis for inspections and bi-weekly maintenance.
4. To monitor Groundwater/Methane Monitoring Wells Semi-Annual Sampling according to SCDHEC Regulations.
5. To monitor record keeping of incoming waste on a daily/monthly basis for billing.

# **MAGISTRATE**

## **MISSION**

The mission of the Williamsburg County Magistrate's Office is to deliver timely, neutral, and detached justice to citizens.

## **GOALS**

1. Provide video conferencing between Magistrate's Office and Williamsburg County Detention Center.
2. Provide security for Magistrate's Office.

## **OBJECTIVES**

1. Install panic alarms for judges and receptionist desk before June 30, 2014.

# **PROBATE JUDGE**

## **MISSION**

Assist the citizens of Williamsburg County in probating the estates of their decedents and other duties of the Probate Court such as appointing and monitoring Guardians/Conservators for minors and incapacitated or incompetent adults; assisting South Carolina Mental Health Department with Involuntary Commitments and Treatments; and issuing Marriage Licenses. Probate Court currently maintains Estate Records (1806-2013), and Marriage Records (1911-2013). Williamsburg County Probate Court will continue to provide professional and compassionate service to our citizens in the most effective and efficient manner.

## **GOALS**

1. Coordinate probate hearing dates with other courts in order to create a more consistent hearing schedule for attorneys and their clients to resolve probate issues in a more timely manner.
2. Open an office at the Chavis One Stop in Hemingway.
3. Provide our citizens with information about probate and to get acquainted with the communities that we serve.
4. Increase our revenue in order to provide practical services to our citizens.

## **OBJECTIVES**

1. To improve our customer service by providing an office within 20 mile radius for citizens of Williamsburg County to reduce their cost of travel by FYE June 30, 2014.
2. To conduct quarterly seminars in surrounding communities to inform our citizens about the services provided by Probate Court.

# **RECREATION DEPARTMENT**

## **MISSION**

Enhance the quality of life for all citizens of Williamsburg County by providing a diverse range of cultural and recreational programs.

## **GOALS**

1. Provide professional recreational services and programs to all citizens of Williamsburg County.
2. Provide clean and safe recreational facilities.
3. Provide affordable recreational services and programs to citizens of Williamsburg County.
4. Strive to improve existing facilities, while seeking opportunities for future development.
5. Collaborate with other surrounding recreation department to share ideas and other projects.
6. Evaluate and monitor structure and quality of programs.
7. Develop partnerships with non-profit/ public/ and faith based agencies.

## **OBJECTIVES**

1. To increase program participation by 2% by June 2014.
2. To increase the number of programs, by adding two (2) new programs for the fiscal year 2013-2014.

## **RURAL FIRE**

### **MISSION**

The Williamsburg County Fire Department is dedicated to providing professional firefighting services and protecting the citizens of Williamsburg County and their property.

### **GOALS**

1. Reduce the ISO rating for Williamsburg County.
2. Hire a full time Training/Security Officer and four (4) full-time firefighters.
3. Upgrade apparatus equipment and vehicles

### **OBJECTIVES**

1. To purchase two (2) brush trucks.
2. To enhance the ISO rating through staff professional training and continuing education.

## **ROADS AND BRIDGES**

### **MISSION**

Provide the citizens of Williamsburg County with friendly, professional, and timely services by organizing work and maintenance on all county roads and bridges to assure the county has a clean and safe environment

### **GOAL**

Develop and implement programs, practices, and procedures for maintenance of county's roads and bridges while exercising independent judgment and initiatives in the operations of the department in a cost-efficient and professional manner.

### **OBJECTIVES**

1. To implement a more efficient work order process through efficient use of personnel, equipment, and materials in the maintenance and repair of roads and bridges.
2. To communicate with County Supervisor on a daily basis the identity of Roads and Bridge needs and assign work orders to ensure that all work orders are completed within 24 hours to a week. Director of Public Works will conduct a site check and sign off on work orders upon completion.

## **SOLID WASTE/RECYCLING**

### **MISSION**

Monitor & maintain the County's disposal and collection needs, from exporting Municipal Solid Waste to recycling reusable commodities at the Recycling Centers and provide citizens with efficient and adequate resources from disposal, collection and recycling services to adequate information about solid waste/recycling programs and services.

### **GOALS**

1. Providing efficient and adequate services to the citizens.
2. Increase awareness of services via advertisements: flyers, news ads, bill boards & meetings.
3. Promote more recycling through communication with businesses, industries and schools.

### **OBJECTIVES**

1. To purchase seven (7) new containers for collection of recycled commodities.
2. To sponsor a One-day Electronic Waste Collection Event in the Spring 2014.
3. To purchase and distribute recycling bins in County Buildings.
4. To implement a work order process system for Recycling operations and maintenance.

# **SHERIFF**

## **MISSION**

The Williamsburg County Sheriff's Office and Detention Center is committed to excellence in law enforcement service and is dedicated to serving the citizens of Williamsburg County with professionalism, understanding, compassion, and integrity to protect life and property, prevent crime and reduce the fear of crime, maintain peace and provide the highest quality service to the community in accordance with the laws of the United States of America and the State of South Carolina. More specifically, the duties of the Sheriff's Office include operating the Williamsburg County Detention Center, serving as an officer of the Court to provide safety and security, and serving criminal warrants, subpoenas and civil processes.

## **GOALS**

1. Restructure the organization to achieve the highest output from staff members in all divisions.
2. Hire and retain the most qualified people to achieve a highly qualified Sheriff's office staff.
3. Strengthen planning, evaluation, and fiscal support in order to reduce crime and empower our community through properly trained and empowered personnel.

## **OBJECTIVES**

1. To improve the response times to a complaint by 30% through dividing the county into three patrol zones.
2. To utilize data driving information such as GIS Mapping to deploy resources to areas which are determined to be high crime areas.
3. To reduce the number of property crimes by 20% by increasing the number of property checks that deputies are conducting in one particular area.
4. Conduct a minimum of six (6) community meetings to engage communities with more personal contact and have an open line of communication for citizens to communicate issues of concern.



## **TREASURER'S OFFICE**

### **MISSION**

Transact business with the citizens of Williamsburg County with respect, dignity and a willingness to serve them in all capacities within our power necessary to ensure customer satisfaction. We remain dedicated to providing fair, courteous, accurate and efficient services to all citizens. All personnel will conduct themselves with honesty and integrity.

### **GOALS**

Provide professional training for all staff that will ensure high quality, efficient and informed customer service to the citizens.

### **OBJECTIVES**

To develop ways to increase awareness to the citizens regarding the functions of the Treasurer's office through brochures, website announcements and efficient phone service directory.

# **TAX ASSESSOR'S OFFICE**

## **MISSION**

Serve the citizens of Williamsburg County with efficiency, professionalism and knowledge and provide the county, its taxpayers, professionals and public with the most current and accurate data base containing an inventory of all parcels within Williamsburg County.

Conduct a county wide reassessment of all properties every five years in which to locate, map, class and assess all taxable real property, consisting of residential, commercial, agricultural property and mobile homes in a fair and equitable manner for ad valorem taxation as required by South Carolina State Law **Code Section 12-37-90** and guidelines of South Carolina Department of Revenue.

## **GOALS**

- 1) Publish a "Guide for tax payers" before our next reassessment implementation.
- 2) Begin analyzing deed sales info as deeds are processed to create ATI list earlier in year to help cut time line to Auditor.
- 3) Turn over Tax Roll to Auditor earlier in the year allowing notices to go out around September 2014 and to aid in the workload for 2015 implementation process.

## **OBJECTIVES**

- 1) To increase public awareness of deadlines for discount and exemption applications over the next six months.
- 2) To increase deed process production by 50% before end of fiscal year 2014.
- 3) To complete ATI processing before Tax Roll goes to Auditor.

# **TAX COLLECTOR**

## **MISSION**

The mission of the Tax Collector's Office is to encourage compliance with the tax laws of the State of South Carolina, to investigate, research, and collect delinquent real and personal taxes, assessments, penalties and cost, and to provide professional experienced leadership to the citizens of Williamsburg County.

## **GOALS**

1. Research and prepare tax records to determine the necessity of physical levy procedures on real property.
2. Work closely with the County Auditor, Department of Revenue, and Code Enforcement to determine the status tax bills received from the South Carolina Tax Commission for collection.

## **OBJECTIVES**

1. To increase the delinquent collection rate on real and mobile homes by at least 3% prior to the 2012 tax sale.
2. To work closely with County Tax Offices to review and determine status of abandoned mobile homes, boats, and motors transferred to the delinquent tax files.

# **VETERAN AFFAIRS**

## **MISSION**

Ensure that we meet the needs of all Veterans in a timely, congenial, and professional manner.

## **GOALS**

1. Project a positive influence within Williamsburg County about the county's Veterans Affairs Office.
2. Honor Veterans on Memorial Day and Veteran's Day with a program for their recognition and enjoyment.
3. Improve communication between the Veterans of Williamsburg County and the local Veteran Affairs Office.
4. Identify deficiencies in the County's Veterans Affairs Office.

## **OBJECTIVES**

1. To implement procedures to correct deficiencies by January 01, 2014.
2. To secure a Certified Veteran Affairs Officer by June 2014.

# **VOTER REGISTRATION**

## **MISSION**

Promote and facilitate voter registration, properly maintain all official voter registration records, educate the voters, help to conduct fair and impartial elections in accordance with state and federal election laws, protect the integrity of the election process for all and provide customer service for all citizens.

## **GOALS**

1. Distribute throughout the county literature, pamphlets and posters on the NEW PHOTO ID Bill.
2. Promote and facilitate voter registration projects and absentee voting in Williamsburg County.
3. Review current registered voters to check for proper street addresses.
4. Provide each precinct with computers for Electronic Voting Registration List (EVRL) by 2014.

## **OBJECTIVES**

1. To hold a minimum of four (4) Seminars on the new Photo ID Bill throughout the county.
2. To remove 80% of rural routes and PO Boxes off of the voter registration polling list by June 30, 2014.
3. To enhance the Williamsburg County Voter Registration website with required updates within three (3) business days.
4. To increase voter's registration and participation with voters that has disabilities and special needs by 20 percent.

## **WATER AND SEWER**

### **MISSION**

Promote and support economic community development. Through cooperation with existing local utilities and municipalities, the Authority will ensure the water and sewer system is well planned, reliable, efficient, and affordable. While maintaining adequate funding and serving a high percentage of County residents, the system will provide high quality drinking water, which is also suitable for industry and fire protection, and provide environmentally sound wastewater treatment disposal. The County water and sewer system will improve the quality of life for all citizens of Williamsburg County.

### **GOALS**

1. Provide safe drinking water to all of our customers
2. Operate the water and sewer systems with no major SCDHEC violations.

### **OBJECTIVES**

1. To increase the number of water customers by 25% by June 30, 2014.
2. To complete the Millwood/Bloomingvalve Water System Project by June 30, 2014.

# **WILLIAMSBURG COUNTY TRANSIT**

## **MISSION**

The Mission of Williamsburg County Transit System (WCTS) is to have a successful transportation program, expand service availability, provide jobs as service demands increases, and to maintain accountability throughout the entire operation.

## **GOALS**

1. Continue to increase the visibility and awareness of Williamsburg County Transit System among the general public, including Transit users, potential users, and non-users.
2. Continue increase awareness and support of Williamsburg County Transit System's role in the community, by educating local leaders and informing the general public of the benefits, contributions and needs of WCTS.
3. Continue to increase involvement with local agencies, businesses and industries by meeting their transportation needs.
4. Ensure that our facility and vehicles meet ADA requirements.

## **OBJECTIVES**

1. Increase total revenue recovery ratio as well as fare box revenue recovery ratio by 2% while continuing to improve the general public perception of Williamsburg County Transit System as a viable alternative to the automobile, a necessary public service, and an integral part of the county's economic development.
2. Continue to increase an estimated ridership level by 5% where capacity allows, by providing potential passengers with information, incentive, and opportunity for Transit ridership.
3. Conduct comparison studies to ensure cost per vehicle hour is 100% productive and accountable for 100% passengers per vehicle hour.

# **WILLIAMSBURG COUNTY ALCOHOL AND DRUG**

## **MISSION**

Williamsburg County Department on Alcohol and Drug Abuse is committed to Continued Quality Improvement (CQI) of all programs and treatment services.

## **GOAL I**

To meet objectives mandated and tracked by DAODAS.

### **OBJECTIVES:**

1. Provide timely access to care and engage 75% of clients in the continuum of care, clients should receive at least one unit of assessment services within two working days of intake – ADSAP and CBT.
2. Ensure that all ADSAP enrollees should begin the PRI curriculum or other appropriate treatment services within 30 days of assessment.

## **GOAL II**

Track and assess critical issues using guidelines recommended by the Office of the Governor and data reported by the clients in post-treatment follow-up surveys

### **OBJECTIVE**

To contact 100% of clients within 110 days who received services to complete a post-treatment Client Follow-up Survey generated by KIS to assess the continued well-being of the client and their satisfaction with WCDADA's services.

## **GOAL III**

Maximize department efficiency by setting service delivery goals and objectives for each staff member delivering direct treatment services to clients. Waiting lists will be implemented if client loads exceed the optimal number of clients per counselor.

### **OBJECTIVES**

1. To maintain a consistent Client Load per month of 40 clients per FTE.
- 2: To bill fifty (50) client hours per month for CBT FTE.



# **WILLIAMSBURG COUNTY LIBRARY**

## **MISSION**

The Williamsburg County Library endeavors to fulfill the information needs of the entire county. The library supports educational, civic and cultural activities and provides opportunity for self-education of residents. The library should strive to provide compelling, authoritative and up-to-date resources and services in a variety of formats in a friendly and professional manner.

## **GOALS**

1. Provide increased service hours to our patrons in order for greater access to information
2. Provide a great collection of Children's books to our patrons in order to allow them greater access to information.
3. Provide a great cultural experience to our patrons so that they learn at the library.

## **OBJECTIVES:**

1. To increase our Children's books collection by at least 2% by the end of FY 2014.
2. To increase our standing order plans for children's books by one before June 2014.
3. To increase the number of programs offered to our patrons by 2%.
4. To increase our collection of books on cultures of the world by at least 10-20 books by the end of FY 2014.

# **WILLIAMSBURG COUNTY GOVERNMENT**

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## **2013 – 2014**

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### **COUNTY GOALS AND OBJECTIVES**

